



How to connect with Relay Iowa

TTY (Text Telephone)

TTY (Text Telephone)

To place a call through Relay Iowa, simply dial 7-1-1 or call one of the toll free numbers below:

- **Speech-to-Speech:** 1.877.735.1007
- **TTY/ASCII:** 1.800.735.2942
- **Voice:** 1.800.735.2943
- **Voice Carry Over (VCO):** 1.800.735.4313
- **CapTel:** To reach a *CapTel* user, dial 1.877.243.2823
- **Spanish:** 1.800.264.7190
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Iowa para obtener más información sobre la repetición telefónica en español:

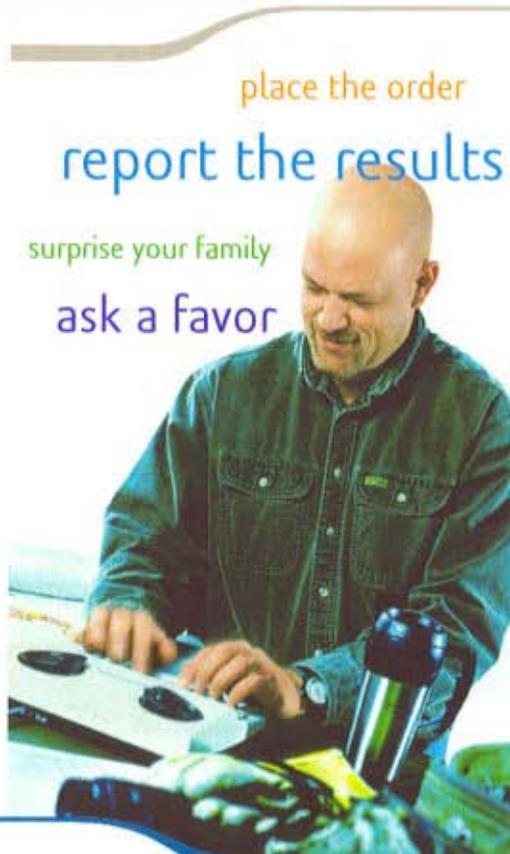
- **CapTel:** Para ponerse en contacto con un usuario de *CapTel*, marque el 1.866.217.3362 Español
- **Español:** 1.800.264.7190 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Relay Iowa Customer Service
 P.O. Box 285
 Aurora, NE 68818
 Voice or TTY: 1.888.516.4692
 Fax: 1.402.694.5110
 E-mail: iarelay@hamiltonrelay.com

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Connecting you with important people in your life.

Relay Iowa is a free, 24-hour service that allows people who are Hearing,

Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Impaired to place telephone calls.

TTYs (text telephones) are most often used by people who are Deaf, Hard of Hearing or Speech Impaired and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For Deaf or Hard of Hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech impairment is no longer a barrier to independent use of the telephone.

Required Equipment You may need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact Relay Iowa Customer Service: **1.888.516.4692** Voice or TTY.

- Relay Iowa is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit: <http://www.hamiltonrelay.com/states/tx.htm> or contact Relay Texas Customer Service at 1.888.596.4694 VTTY.

How to Make a Call Using a TTY

- Using your TTY, dial 9-1-1 or the toll free number for Relay Texas: 1.800.795.8942
- The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLUS GA."*
- If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
- Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
- Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
- When you have completed your side of the conversation, type "GA to SK"*** and the CA will close your call.

*"GA" (Go Ahead) is a term used in relay calls for turn-taking purposes. "GA" means that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA before and after the call and the standard telephone user, who will not reply until you say "GA."

***"SK" means "stop typing the conversation is over."

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Texas will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX XXX XXXX. Then dial 4.5.6.) Sharing this information will allow for a smooth calling experience.

Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY.

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial.

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Relay Texas Customer Service at 1.888.596.4694 VTTY.

Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

TTY

Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



Communication Assistant (CA) facilitates the conversation by seeing the text typed by the TTY user and typing the voice caller's responses to the Deaf or Hard of Hearing TTY user.

Family, Friends and Business use a standard telephone to communicate freely.



How to connect with Relay Iowa

Voice Relay

Voice Relay

To place a call through Relay Iowa, simply dial 7-1-1 or call one of the toll free numbers below:

- **Speech-to-Speech:** 1.877.735.1007
- **TTY/ASCII:** 1.800.735.2942
- **Voice:** 1.800.735.2943
- **Voice Carry Over (VCO):** 1.800.735.4315
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.800.264.7190

(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Iowa para obtener más información sobre la repetición telefónica en español:

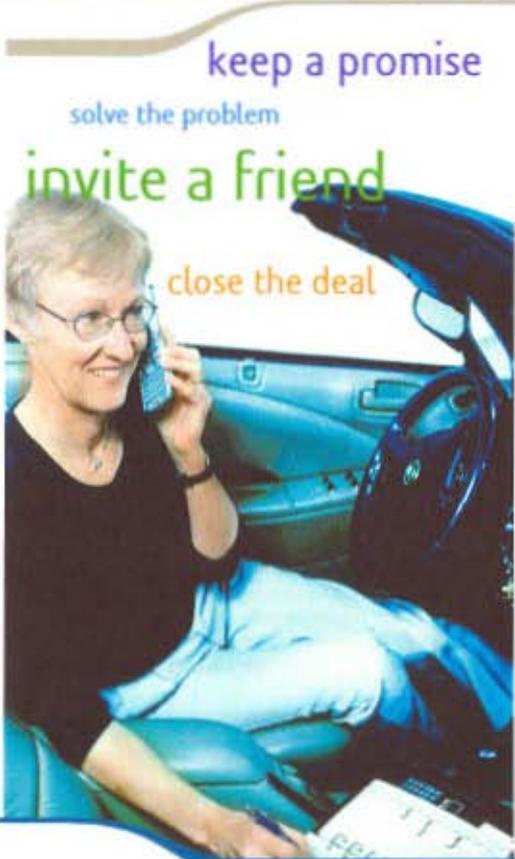
- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.800.264.7190 Voz/TTY *(Incluye español a español y la traducción del inglés al español)*
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Relay Iowa Customer Service
P.O. Box 285
Aurora, NE 68888
Voice or TTY: 1.888.516.4692
Fax: 1.402.694.5190
E-mail: iarelay@hamiltonrelay.com

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Connecting you with important people in your life.

Relay Iowa is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Impaired.

When you place a voice call through Relay Iowa, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely **confidential**. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

Required Equipment There is no special equipment needed to make a voice relay call through Relay Iowa. You can use any type of phone anywhere. For further information, contact Relay Iowa Customer Service: **1.888.516.4692** Voice or TTY.

- Relay Iowa is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



Making a Call

- Dial 7-1-1 or the toll free number for the relay in Iowa: 1.800.735.2943.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the Deaf or Hard of Hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

**"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

***"SK" means "stop keying; the conversation is over."

711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are Deaf, Hard of Hearing or Speech Impaired. When you or your staff pick up the phone and hear: "This is Relay Iowa," don't hang up! Someone important is on the line.

Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m....") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m...."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the Deaf or Hard of Hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are Deaf or Hard of Hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are Speech Impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Voice Relay Calls

For more details on Relay Iowa, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Relay Iowa Customer Service: 1.888.516.4692 V/TTY.

Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.





How to connect with Relay Iowa

Voice Carry Over (VCO)

Voice Carry Over (VCO)

To place a call through Relay Iowa, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY/ASCII: 1.800.735.2942
- Voice: 1.800.735.2943
- Voice Carry Over (VCO): 1.800.735.4313
- Speech-to-Speech: 1.877.735.1007
- Spanish-to-Spanish: 1.800.264.7190
(includes Spanish to Spanish and translation from English to Spanish)

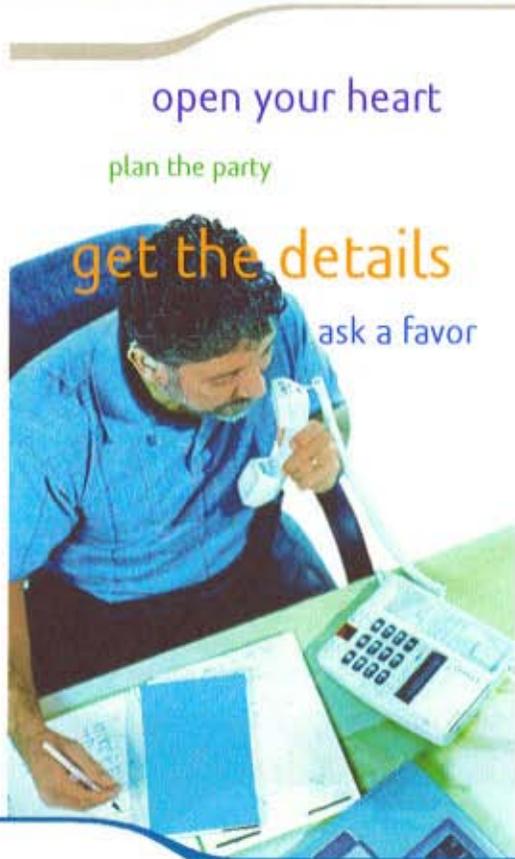
For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente de Iowa Relay para obtener más información sobre la repetición telefónica en español:

- TTY/ASCII: 1.800.735.2942
- Voz: 1.800.735.2943
- Voz y Visualización (VCO): 1.800.735.4313
- Voz a Voz: 1.877.735.1007
- Español a Español: 1.800.264.7190
(incluye español a español y la traducción del inglés al español)
- Fax: 402.694.5110
- Correo Electrónico: spanish@hamiltonrelay.com

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 1.888.516.4692
Fax: 402.694.5110
E-mail: iarelay@hamiltonrelay.com



open your heart

plan the party

get the details

ask a favor

Connecting you with important people in your life.

Relay Iowa is a 24-hour service that allows people who are Hearing,

Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you enjoy the freedom of using your own voice.

Required Equipment To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Relay Iowa Outreach Coordinator will be happy to assist you in locating equipment. Contact Relay Iowa Customer Service: **1.888.516.4692 v/tty.**



Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/ia.htm>
or contact Relay Iowa Customer Service: 1.888.516.4692.

Making a VCO Call

Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for Relay Iowa: 1.800.735.2942.
2. When the Communication Assistant (CA) answers, type "VCO PLS GA" (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA" and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

Making a VCO Call Using a VCO Device

1. Connect to Relay Iowa by dialing 7-1-1 or the toll free number: 1.800.735.4315.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

* "GA" (means "Go Ahead") is a term required on VCO calls for turn-taking purposes. "GA" ensures that the VCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Relay Iowa by dialing 7-1-1 or the toll free Voice number: 1.800.735.2943. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button which sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/211/vco/index.htm>.

More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/211/vco/index.htm> or contact Relay Iowa Customer Service: 1.888.516.4692.

Voice Carry Over

Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Recipients use a standard telephone to communicate freely.





How to connect with Relay Iowa

To place a call through Relay Iowa, simply dial 7-1-1 or call one of the toll free numbers below.

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- **Voice:** 1.800.735.2943
- **Voice Carry Over (VCO):** 1.800.735.4313
- **Speech-to-Speech:** 1.877.735.1007
- **Spanish-to-Spanish:** 1.800.264.7190
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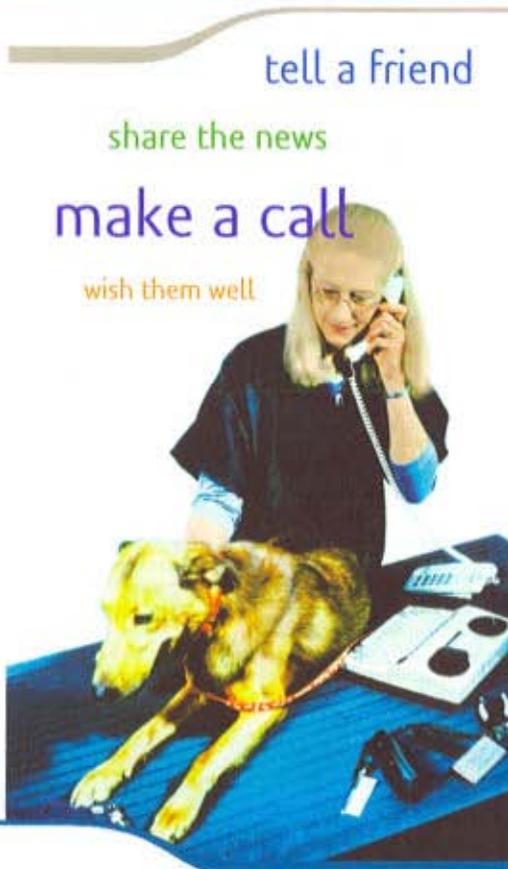
- **TTY/ASCII:** 1.800.735.2942
- **Voz:** 1.800.735.2943
- **Voz y Visualización (VCO):** 1.800.735.4313
- **Voz a Voz:** 1.877.735.1007
- **Español a Español:** 1.800.264.7190
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:** spanish@hamiltonrelay.com

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
 P.O. Box 285
 Aurora, NE 68868
 Voice/TTY: 1.888.516.4692
 Fax: 402.694.5110
 E-mail: iarelay@hamiltonrelay.com

Hearing Carry Over (HCO)

Hearing Carry Over (HCO)



Connecting you with important people in your life.

Relay Iowa is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

Required Equipment To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Relay Iowa Outreach Coordinator will be happy to assist you in locating equipment. Contact Relay Iowa Customer Service: **1.888.516.4692 v/tty.**



Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit: <http://www.hamiltonrelay.com/states/ia.htm> or contact Relay Iowa Customer Service: 1.888.516.4692.

Making an HCO Call

Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Relay Iowa: 1.800.735.2942.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA." (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Relay Iowa by dialing 7-1-1 or the voice number: 1.800.735.2942. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Relay Iowa can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Relay Iowa Customer Service: 1.888.516.4692.

Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.

Family, Friends and Businesses use a standard telephone to communicate freely.

Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.





How to connect with Relay Iowa

To place a call through Relay Iowa, simply dial 7-1-1 or call one of the toll free numbers below:

- **Speech-to-Speech:** 1.877.735.1007
- **TTY/ASCII:** 1.800.735.2942
- **Voice:** 1.800.735.2943
- **Voice Carry Over (VCO):** 1.800.735.4313
- **CapTel:** To reach a CapTel user, dial 1.877.243.2873
- **Spanish:** 1.800.264.7190
(includes Spanish-to-Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relvo de Iowa para obtener más información sobre la repetición telefónica en español.

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.247.3362 Español
- **Español:** 1.800.264.7190 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Relay Iowa Customer Service
P.O. Box 285
Aurora, NE 68818
Voice or TTY: 1.888.516.4692
Fax: 1.402.694.5110
E-mail: iarelay@hamiltonrelay.com

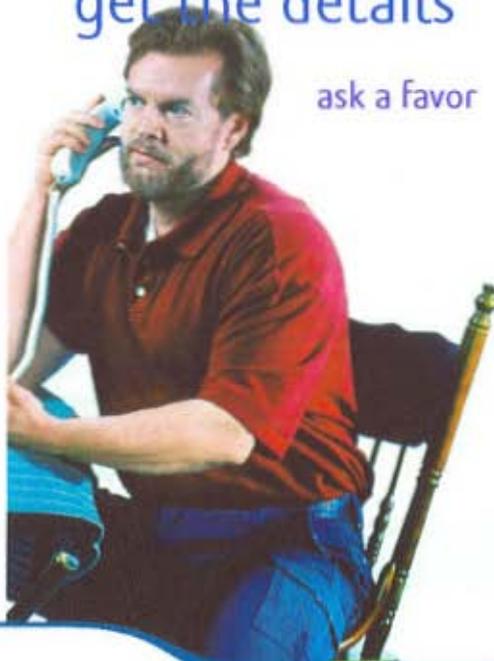
CapTel® is a registered trademark of Librasys, Inc.

03HRLT-070_10/15_040P

Speech-To-Speech

Speech-To-Speech

invite a friend
reschedule the meeting
get the details
ask a favor



Connecting you with important people in your life.

Relay Iowa is a free, 24-hour service that

allows people who are Hearing, Deaf, Hard of Hearing,

Deaf-Blind or Speech Impaired

to communicate with each other via the telephone.

Through the use of specialized equipment, relay users

communicate freely with friends, family and businesses

who use a standard telephone.

Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech impairments.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

Required Equipment There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Relay Iowa Customer Service: **1.888.516.4692** Voice or TTY.

- Relay Iowa is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



Dedicated Speech-To-Speech Number: 1.877.735.1007

Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit: <http://www.hamiltonrelay.com/states/ia.htm> or contact Relay Iowa Customer Service: 1.888.516.4692 V/TTY.

Making a Speech-to-Speech Call

- Dial the toll free Speech-to-Speech number for Relay Iowa: 1.877.735.1007.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by voicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA voices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

**"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are Hard of Hearing or Deaf and have a speech impairment. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Relay Iowa using your TTY or VCO phone: 1.877.735.1007.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead" or "GA."
- The CA will type what you said back to you adding "CORRECT QQ" GA" at the end of the phrase or sentence. If you say "Yes,GA," the CA will type "{REVOICING NOW...}" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

**QQ is used when asking a question, as an alternative to a question mark.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO to Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/911/speechtospeech/index.htm> or contact Relay Iowa Customer Service: 1.888.516.4692 V/TTY.

Speech-to-Speech

Speech Impaired Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Communication Assistant (CA), specially trained in a variety of speech patterns, facilitates the conversation by voicing as needed or as directed.

Family, Friends and Businesses use a standard telephone to communicate freely.





Un programa de la Junta de Servicios Públicos de Iowa



Un programa de la Junta de Servicios Públicos de Iowa



Un programa de la Junta de Servicios Públicos de Iowa

Cómo conectarse con el Relevo de Iowa

Para hacer una llamada del Relevo de Iowa, llame a uno de los números gratuitos de abajo:

- **Español:** 1.800.264.7990 (incluye español a español y la traducción del inglés al español)
- **CapTel:** Para comunicarse con un usuario de CapTel, marque 1.866.297.3362 Español
- **Departamento de Servicio al Cliente:** 1.866.244.7427 Español
- **Correo electrónico:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite www.hamiltonrelay.com. O llame al Departamento de Servicio al Cliente del Relevo de Iowa al 1.866.244.7427 y un representante de servicio al cliente estará encantado de ayudarlo.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Iowa usando la información de contacto de abajo:

Departamento de Servicio al Cliente del Relevo de Iowa
P.O. Box 285
Aurora, NE 68008
1.866.244.7427 Español
Fax: 1.608.827.0402 Español
Correo electrónico: spanish@hamiltonrelay.com

El Relevo de Iowa es un servicio ofrecido por Hamilton Relay de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. Hamilton Relay ha estado ofreciendo servicios de relevo telefónico desde 1991 y lo desarrollado una reputación como proveedor de un servicio al cliente excepcional, una tecnología confiable, educación en el campo del relevo telefónico y asistentes de comunicación altamente profesionales.

CapTel es una marca registrada de Sprint, Inc.



Obtenga los detalles

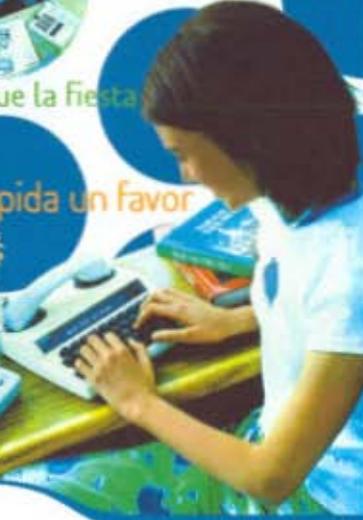
Conectándolo con personas importantes en su vida

abra su corazón
reporte los resultados



planifique la fiesta

pida un favor



El Relevo de Iowa es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen por teléfono. Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

Cuando se hace una llamada por medio del Relevo de Iowa, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los empleados del relevo telefónico no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.



No cuelgue. Cuando descolgue el teléfono y oiga "Este es el Relevo de Iowa ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Acceso y Cargos Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relevo de Iowa se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.



Un programa de la Junta de Servicios Públicos de Iowa

Opciones diseñadas para conectarlo de la mejor manera posible

El Relayo de Iowa ofrece diversas opciones de conexión:

TTY (Teléfono de Texto) El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

Voice Carry Over (VCO) Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

Hearing Carry Over (HCO) Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

Speech-to-Speech Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

Captioned Telephone (CapTel) Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio CapTel le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

Español El relevo telefónico Español a Español es un servicio útil para las personas que usan un teléfono de TTY en el idioma español, facilita las llamadas en español hablado y escrito. El relevo telefónico de inglés a español facilita las llamadas en español verbal y escrito.

Información adicional sobre el Relayo de Iowa:

Perfiles de Cliente Se pueden fijar preferencias automáticas para el tipo de llamada de los números de discado rápido del servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Opciones Adicionales de Conexión Incluyendo Turbo Code, ASCII y voz.

Distribución de Equipos El programa de distribución de equipos de Iowa, llamado Acceso a las Telecomunicaciones de Iowa, ayuda a pagar los equipos especializados de residentes elegibles de Iowa sordos o con problemas auditivos o del habla. Para obtener información o solicitar equipos, use la siguiente información de contacto:

Telecommunications Access Iowa
6925 Hickman Road
Des Moines, IA 50322
Teléfono gratuito: (Voz/TTY): 1.800.606.5099
TTY: 1.515.282.5130
Voz: 1.515.282.5099
Fax: 1.515.237.3917
Correo electrónico: teleiowa@aol.com
Sitio web: www.relayiowa.com/ta

Teléfonos Públicos La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono

público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una Forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

Llamadas de Emergencia En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relayo de Iowa hará todo lo posible para ayudarlo en una emergencia. Tóme en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

Cumplidos, Inquietudes o Quejas Póngase en contacto con el Departamento de Servicio al Cliente del Relayo de Iowa o la Junta de Servicios Públicos de Iowa llamando al 1.877.565.4450 (o escribiendo a 350 Maple Street, Des Moines, IA 50319).

Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite www.fcc.gov/cgib/complaints.html

cierre su oferta

cuenta su historia

comparta su vida

reprograme la reunión

obtenga los detalles



CAPTIONED TELEPHONE

CapTel™

To reach a CapTel™ user, dial:

1.877.243.2823 English

1.866.217.3362 Español

For information on obtaining CapTel equipment, contact:

Telecommunications Access Iowa

6935 Hickman Road
Des Moines, IA 50322

800.506.5099 Voice
515.282.5099 Voice
515.282.5130 TTY
515.237.3917 Fax
telniowa@aol.com

Customer Service If you have suggestions, comments or concerns, please contact:

Relay Iowa

P.O. Box 285
Aurora, NE 68818

1.888.516.4692 Voice/TTY
402.694.5110 Fax
iarelay@hamiltonrelay.com

CapTel Relay is a program of the Iowa Utilities Board and is provided by Hamilton Relay of Aurora, Nebraska. Hamilton Relay has been offering relay services since 1996 and has earned a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants (CA).

CapTel™ greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment.

With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations.

CapTel is truly an interactive calling experience!

Required Equipment

To make a CapTel call, you will need a Captioned Telephone.

This unique equipment allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

For further information on obtaining equipment, contact Telecommunications Access Iowa. Contact information is on the back panel of this brochure.



CapTel is a trademark and service mark of Ustream, Inc.

How CapTel™ Works

To reach a CapTel user, dial: **1.877.243.2823** English • **1.866.217.3362** Español

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you can hear and read everything they say. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone. All conversations are kept in strict confidence.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Captioned Telephone (CapTel™)

CapTel User uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.

Captioning Call Center Operator converts everything the standard phone user says into written text, using voice recognition technology.

Family, Friends and Businesses use a standard telephone to communicate freely.



1-Line CapTel

Number of Lines	Requires one standard (analog) telephone line.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."
Outgoing Calls	Outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a <i>CapTel</i> ™ User	People calling the <i>CapTel</i> user must first dial the toll-free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.
Calling Features	Call-waiting and automatic call back (*69) are not available.
911/711 Calls	911 and 711 calls are processed as Voice Carry Over (VCO) calls. For information on VCO, contact Hamilton Relay. (See back panel for contact information.)

2-Line CapTel

Number of Lines	Requires two standard (analog) telephone lines.
How Calls are Managed	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a <i>CapTel</i> ™ User	People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) can be used.
911/711 Calls	911 and 711 calls are captioned through the <i>CapTel</i> call center.

Receiving a CapTel Call as a CapTel User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line *CapTel*, people wanting to reach you should be directed to call the *CapTel* captioning center at 1.877.243.2823. The caller will then provide the *CapTel* operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line *CapTel*, people can reach you by calling your personal phone number directly and captions will automatically be available.

Making a CapTel Call

- Make certain that captions are turned "on" on your *CapTel* phone.
- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

Calling a CapTel User

- If the *CapTel* user you are calling has 1-line *CapTel* service, dial the captioning call center at 1.877.243.2823. Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- If the *CapTel* user has 2-line *CapTel* service, you simply dial their phone number directly as you would with a standard call.

Receiving a Call from a CapTel User

- There may be a slight delay in the *CapTel* user's response as they read captions.

2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-line *CapTel*. For a comparison of features, please refer to the chart in this brochure.